

EXECUTIVE SUMMARY
Forrester Research Quarter 1 2010 Online Survey
N = 5,070

1) How would you prefer to give feedback to government agencies to help them improve their websites?

Top 5:

- 29% Submit comments directly on the government webpage that you want to improve
- 28% Participate in user testing of government websites
- 24% Email government officials
- 19% Participate in focus groups
- 8% Comment on online forums/discussions/dialogs

2) If data such as workplace safety, environmental quality by neighborhood, and quality of care at veteran's hospitals was more accessible online, would you be likely to use it?

45% of the 5,000+ consumers surveyed indicated that they would be likely or very likely to use the data if it were more available.

3) When you have to ask a question about federal government services, how likely are you to use each of these methods?

- | | |
|---------------------|------------------------------------|
| Email | 56% (likely or very likely to use) |
| Toll free telephone | 52% |
| Web Chat | 17% |
| Gov Facebook page | 15% |
| Text messaging | 10% |

4) What are the top improvements the government should make to its websites?

Top 4:

- 39% Make the websites more searchable / give me exactly the information I need when I search
- 38% Write in non-bureaucratic language that's easy to understand the first time I read it
- 38% Make it easier to find contact information on the website so I can email or phone someone
- 30% Place most frequently requested services and information at the top of the home page

5) The federal government produces lots of information on subjects such as health, credit, finances, government benefits, housing, and other consumer issues. How should they make this information available to the public?

74%	Both online and printed materials
11%	Online only
2%	Printed materials only
13%	No opinion

6) Do you use a mobile phone or other hand-held device to browse the Internet or perform online transactions?

57%	I don't use this now, and I don't expect to use it in the future
20%	I don't use this now, but expect to use it in the future
19%	Yes, I use this
5%	Don't know

So 39% (20+19) use now or expect to use in the future.